

AMENDMENT TO THE COMMITTEE PRINT
OFFERED BY MR. WYNN OF MARYLAND

Consumer protection

Page 4, on line 18, strike “and”; on line 23, strike the period and insert “; and”; and after line 23 insert the following new subparagraph:

1 “(E) a declaration by the cable operator
2 that—
3 “(i) the operator will comply with all
4 Commission consumer protection and cus-
5 tomer service rules under section 632(b)
6 and subsection (g) of this section; and
7 “(ii) the operator agrees that such
8 standards may be enforced by the Commis-
9 sion or by the franchising authority in ac-
10 cordance with subsection (g) of this sec-
11 tion.

Page 19, after line 6, insert the following new paragraph (and redesignate the succeeding paragraphs and references thereto accordingly):

12 “(3) REQUIREMENTS OF NEW RULES.—



1 “(A) Such rules shall, in addition to the
2 requirements of section 632(b), address with
3 specificity no less than the following consumer
4 protection and customer service issues:

5 “(i) Billing, billing disputes, and dis-
6 continuation of service, including when and
7 how any late fees may be assessed (but not
8 the amount of such fees).

9 “(ii) Loss of service or service quality.

10 “(iii) Changes in channel lineups or
11 other cable services and features.

12 “(iv) Availability of parental control
13 options.

14 “(B) Such rules shall require forfeitures
15 penalties or customer rebates, or both, as deter-
16 mined by the Commission, that may be imposed
17 for violations of such Commission rules in a
18 franchise area, and shall provide for increased
19 forfeiture penalties or customer rebates, or
20 both, for repeated violations of the standards in
21 such rules.

22 “(C) The Commission’s rules shall also es-
23 tablish procedures by which any forfeiture pen-
24 alty assessed by the Commission under this



1 subsection shall be paid by the cable operator
2 directly to the franchising authority.

3 “(D) The Commission shall report to the
4 Congress no less than once a year—

5 “(i) on complaints filed, and penalties
6 imposed, under this subsection; and

7 “(ii) on any new consumer protection
8 or customer service issues arising under
9 this subsection.

10 “(E) The Commission’s rules established
11 under this subsection shall be revised as needed.

